

We look forward to welcoming you to an Aetna Dental® Plan



We understand you may have questions about your ongoing dental or orthodontic treatment and want to bring you peace of mind, knowing we've considered many of your concerns.

Should you choose to enroll, this important information can help make it easier for you to get the most from your dental insurance plan from Aetna Life Insurance Company.

Continuing your dental treatment plan

Has your dentist proposed a treatment plan that will be completed in the upcoming year? If you have a pre-treatment estimate from your dentist that was approved by your prior carrier, simply forward the pre-treatment estimate from your prior carrier with a completed Aetna claim form to:

Aetna Dental*
P.O. Box 14094
Lexington, KY 40512

Since this treatment was approved by your prior carrier, no further clinical review will be required. Once we receive the pre-treatment estimate, we will let you know whether or not your specific plan covers the services involved and an estimate of your benefits will be sent to you. Our determination may depend, in part, on whether the dentist providing the care participates in Aetna's networks.

Continuing or starting your orthodontic treatment

If you or an eligible family member is enrolled in active orthodontic treatment or considering treatment, we want you and your orthodontist to have a positive experience when you transition or begin your orthodontic treatment with Aetna.

Should you choose to enroll, and your plan includes orthodontia coverage**, the information on the back of this flyer will assist your orthodontist with submitting your first claim to Aetna.

Once enrolled, simply share this flyer with your orthodontist during your next visit and advise him or her that your orthodontic coverage is now being offered or administered by Aetna. The information your orthodontist provides about your treatment will help us to quickly and accurately determine your coverage.

Information at your fingertips ... guaranteed to make you smile!

Once enrolled, you can register for our easy-to-use Aetna Navigator™ member website at www.aetna.com. There you will find important information about your benefits, including orthodontic coverage and other plan details. It's simple to use and you can perform a variety of self-service transactions — 24 hours a day, 7 days a week — wherever you have Internet access.

If you have questions about your benefits or orthodontic coverage and would like to speak with a customer service professional, our dedicated team of trained service professionals is ready to assist you. Simply call the toll-free number on your ID card. If you are not a member yet, or have not received your ID card, please contact your plan administrator.

*Aetna Dental is an internal unit of Aetna.

**Orthodontia may or may not be covered under your plan.
Please check your plan documents for details.

This managed care plan may not cover all of your dental expenses. Read your contract carefully to determine which dental services are covered. To contact the plan if you are a member, call the number on your ID card; all others, call 1-877-238-6200. This material is for informational purposes and is neither an offer of coverage nor medical advice. It contains only a partial general description of plan benefits or programs and does not constitute a contract. The availability of a plan or program may vary by geographic service area and by plan design. Plans contain exclusions and limitations.

Orthodontist: It's easy to transition your patient's ongoing treatment to Aetna



Please include all of the following information with your first paper or electronic claims submission.

This will help us make a benefits determination quickly and should eliminate the need for additional claims submissions.

- Banding date
- Number of months of treatment
- Assignment information
- ADA code
- Total case fee
- Primary insurance provider explanation of benefits (if coordination of benefits is necessary)
- Prior insurance provider information, including deductible, coinsurance/copay, maximum and amount paid to date (if patient is continuing active treatment).

For member eligibility questions, call the Member Services number on the member's ID card.

Increase claims efficiency and get fast access to information — online or by calling a toll-free number

When you register online at www.aetnadental.com, you can:

- Submit claims and encounters for multiple payers.
- Perform real-time eligibility inquiries.
- Make claim status inquiries.
- View Electronic Remittance Advice.
- Access downcoding and bundling policies.
- Get help with electronic transactions.
- Register for Electronic Remittance Advice/Electronic Funds Transfer.
- Download a claim form.
- Access WebMD® Envoy electronic claims processing information.
- Check claim documentation guidelines.

For more details, visit www.aetnadental.com today!

When you use our Aetna Voice Advantage® National Dentist Line, you can:

- Check on several patients in a single call to a single number. (Toll-free numbers can be found on member's ID card.)
- Check coverage and benefits at the ADA code level. Choose to hear the information or have it faxed.
- Check the status of a claim(s). Choose to hear the information or have it faxed.
- Obtain a claim mailing address.
- Speak with a customer service professional if needed.

To use Aetna Voice Advantage or for more information about any of our tools or resources, call the National Dentist Line at 1-800-451-7715.

This letter is not a guarantee of coverage or eligibility. In order to confirm eligibility, please call the number on the patient's ID card.

While this material is believed to be accurate as of the print date, it is subject to change.